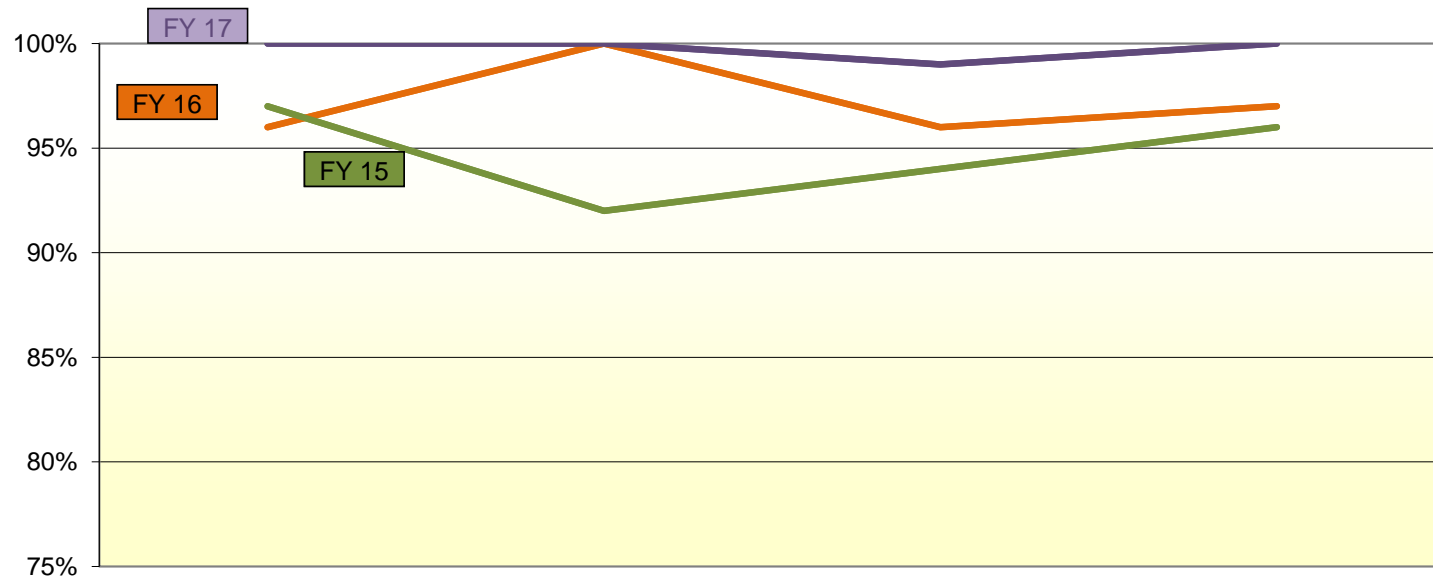


FY 14

## Mens Shelter FY 15-17 Consumer Satisfaction

% of program's Consumers  
giving positive feedback on the  
CSS wide survey



Feedback from Consumer

**TARGET ≥ 85%**

Feedback	Jul-14			Oct-14			Jan-15			Apr-15	YEAR TO DATE AVERAGE
Men's Shelter Satisfaction Survey (General Q's - yellow tab)	97.0%			92.0%			94.0%			96.0%	
<b>FY 15</b>	97.0%			92.0%			94.0%			96.0%	94.8%
Feedback	Jul-15			Oct-15			Jan-16			Apr-16	YEAR TO DATE AVERAGE
Men's Shelter Satisfaction Survey (General Q's - yellow tab)	96.0%			100.0%			96.0%			97.0%	
<b>FY 16</b>	96.0%			100.0%			96.0%			97.0%	97.3%
Feedback	Jan-00			Jan-00			Jan-00			Jan-00	YEAR TO DATE AVERAGE
Men's Shelter Satisfaction Survey (General Q's - yellow tab)	100.0%			100.0%			99.0%			100.0%	
<b>FY 17</b>	100.0%			100.0%			99.0%			100.0%	99.8%